



San Francisco Public Library

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the Regular Meeting of March 17, 2016

(Approved as amended at the April 21, 2016 regular meeting)

The San Francisco Public Library Commission held a regular meeting on March 17, 2016 at the Koret Auditorium, Main Library.

The meeting was called to order at 4:35 pm.

Commissioners present: Dunning, Lee, Nguyen and Mall

Commissioners excused: Ono and Wardell-Ghirarduzzi

AGENDA ITEM NO. 1 GENERAL PUBLIC COMMENT

Peter Warfield, Executive Director, Library Users Association, said it is unfortunate there are only four Commissioners present. He said the City Librarian brought to the Commission an item on fines and fees at the last meeting. He said he had concerns over the proposed fines for lost laptops, iPads, and other equipment. He said there is no policy for anyone to know that patrons could ask for a reduced fine.

A woman from the audience brought in some papers to be distributed to the Commissioners. She said she uses the ADA rooms on the 3rd, 4th and 5th floors and said there is a competition for those rooms. She said there is not enough time allowed and she received a notice of suspension of library privileges for a rule she has never seen and she was not able to appeal.

AGENDA ITEM NO. 2. MOBILE OUTREACH SERVICES

Suzanne Beattie, Manager Mobile Outreach Services, gave a presentation and said Mobile Outreach has three services and four vehicles. She said they include the youth line, the adult and senior line and the digital technologies line. She said there is a Green Bookmobile, a TechMobile, the Library on Wheels which serves seniors and the Early LiteracyMobile. She explained the vision and the strategic priorities. She

explained the services of the Green Bookmobile, the library on wheels and youth services.

Shawna Sherman, TechMobile Services Librarian, explained the programs offered by the TechMobile. She said the program is called Tech On-the-Go Inspiring Technology Futures on the TechMobile. She said this program is a FY 2016 Friends innovation Grant Recipient. She described Tech Around Town, Tech at SFPL, and the TechMobile Collection. She said there are also tech books and books from our general collection on the TechMobile. She explained the menu of classes offered through the TechMobile. She talked about some of the partners involved with the program. She said they are working on additional programs for adults and more site visits. She said visitors to the TechMobile are given an exit survey and we are continuing to work with our partners to make the library the premier place for getting digital learning in San Francisco. Explanatory document: [Mobile Outreach Services](#) Presentation.

Public Comment

Peter Warfield, Library Users Association, said issues that have not been addressed in this report include what is the cost, what are the locations and how long the bookmobiles stay at each location. He said some of the bookmobiles have schedules. He wanted to know the amount of the Friends Innovation Grant. He said he had concerns about the TechMobile and the emphasis on technology.

Commission Discussion

Commissioner Lee asked about the expected outcome from the grant for the program.

Shawna Sherman, TechMobile Services Librarian, said the goal is to get the information out to the public.

Luis Herrera, City Librarian, said we are looking more and more at outcomes for our grants received from the Friends.

Commissioner Lee asked about the annual costs for the mobile outreach program.

Luis Herrera, City Librarian, said we would bring the specific costs of the program back to the Commission.

Commissioner Lee asked if there is an assessment of digital literacy before patrons take advantage of the program.

Alice Chan, Southeast District Manager, said the outcomes are very important. She said they have an exit survey for visitors. She said they have not compiled all the information.

Commissioner Nguyen asked about the schedules and how that information is passed on to the users.

Suzanne Beattie, Manager Mobile Outreach Services, said the regularly scheduled routes are online especially the seniors route. She said the children's line is not yet online because they go to specific locations like Head Start or a day care center. She said the library works with a contact at each site.

Commissioner Dunning said she would like to see the costs per visitor. She asked how you maintain the interest you have sparked from the patrons.

Alice Chan, Southeast District Manager, said we do programs at the branches and they coordinate with the bookmobiles.

Vice-President Mall asked about checking out books from the bookmobiles. She also said it might be nice to have an app for bookmobiles. She said she would like to see more information on the books that are checked out.

Commissioner Nguyen asked about the content of each bookmobile.

Alice Chan, Southeast District Manager, said each line has a specific target. She said it is also based on requests.

Luis Herrera, City Librarian, said we will bring this back in the fall, with some of the statistics the Commission has asked about.

AGENDA ITEM NO. 3 CITY LIBRARIAN'S REPORT

Maureen Singleton, Chief Financial Officer, said the Board of Supervisors in February removed the Library and the Retirement System from the two year fixed budget cycle and back onto rolling two year budgets. She said they will be back to the Commission in the fall with a fixed FY 18-19. She said we have already done much work for FY 18-19 so she does not imagine that what they present will be that much different than what the Commission has already approved. She said the Board of Supervisors hearings on the Library's budget will be on May 18 and 25.

Laura Lent, Chief of Collections and Technical Services, said Daniel Matsumoto will be giving a presentation on eResources.

Daniel Matsumoto, eResources Librarian gave a presentation on Your eLibrary. He said eBook/eMedia use continues to rise. He said we have recently implemented UDN (United Daily News) a dedicated Chinese eBook and eNews platform. He said we have also implemented Books24/7 and recently added Hoopla eBooks. He said we have also added Statista, Weiss Financial Ratings and Flipster eMagazines. He said we are monitoring trends and we are adapting to an increased use of digital devices and eResources. He said we are offering eResources training. He said we held a Senior Tech Expo on Friday, February 12 and we have other online learning resources available.

Luis Herrera, City Librarian, said Karen Strauss and Michelle Jeffers will be highlighting the celebration of the 20th Anniversary of the Main Library. He said he wanted to let the Commissioners know that Karen Strauss our Chief of Main has announced her retirement at the end of May and he wanted to thank her for her contributions during her 22 plus years here at the library.

Michelle Jeffers, Chief Community Programs and Partnerships, gave a presentation on Under the Nautilus Celebrating 20 years of the Main Library. She said there are many events and programs planned and every affinity center will be participating.

Karen Strauss, Chief of Main, said because it is also the 20th anniversary of the James C. Hormel Center we will be celebrating the Queerest.Library.Ever with an exhibit from April 16 through August 7, 2016.

Michelle Jeffers, Chief Community Programs and Partnerships, said the library will be participating once again in the Gay Pride Parade and she showed this year's tee shirt for participants in the Library's contingent. She explained some of the exhibitions and programs that will take place as part of the Hormel Center's History.

Vice-President Mall said she is very sorry that Karen Strauss will be retiring from the library, but she knows there will be additional good-byes. Explanatory documents: [eResources](#) presentation; and [Celebrating 20 years of the Main Library](#) presentation.

Public Comment

Peter Warfield, Executive Director, Library Users Association, said the Supervisors decided that the library's budget approval process changes and yes the library's budget needs a great deal of scrutiny. He said he is concerned about the library's evangelism for what he calls the religion of the computer. He said you cannot browse an item on the computer while you can for a book on the shelves. He said privacy is a concern with eResources.

Commission Discussion

Commissioner Lee said that the online resources are helping a mentee of his and he wanted to share that personal story.

Commissioner Dunning asked whether the library is driving demand by putting eBooks out there or whether we are lagging and we are trying to keep up with the demand.

Laura Lent, Chief of Collections and Technical Services, said part of what is driving eResources is a much greater availability of content. She said there is breakthrough in content with eMedia. She said an area where we are not seeing as much growth is eMusic because there is more

competition in that area. She said eAudio books have had an explosion in usage.

Luis Herrera, City Librarian, said there is a growing awareness of our eResources. He said we are still balancing that with our print material.

AGENDA ITEM NO. 4 LABOR UNION REPORT

Ofelia Moran, labor representative, said she wanted to share some concerns that some of the branches are having with a new schedule procedure updated by the Chief of Branches. She read two items from the branch scheduling guidelines updated on January 22, 2016. She said in the past branch managers have scheduled according to the needs of the branches. She said labor has met with management and unfortunately none of their concerns have been addressed. She said the new guidelines are taking away all flexibility from supervisors to schedule their staff according to their branch's needs. She listed the factors that need to be taken into consideration in scheduling. She said four of the branches will be affected. She said this will cause retention problems and other issues.

Helen Tran said she is a 3602 Page at the Richmond Branch Library. She said she is trying to complete her education and now that they are changing her schedule she will not be able to do that. She said she has a second and third job in order to pay her rent. She said it is an inflexible and unfair practice. She read a statement from a co-worker Shanti Williams who also works at the Richmond Branch as a 3602. She said Shanti is one semester away from getting her degree and with the schedule change she will not be able to do that.

Kathy Camarda, said she also works at the Richmond Branch and agrees with the statement of Helen Tran. She said their supervisors and staff do not want this change to the schedules.

Bon Harris, said she is a 3602 working in Delivery Services at the Main Library. She said it is a hardship to have the schedules changed and they have not had an adequate reason for why it is being done. She said it is not broken and does not need to be fixed.

Lisa Fagundes, said she is a full time employee at the library but it took her nine years to get this full time position. She said when she was a part timer she was mostly a four day a week person, which made her life very complicated. She said when she worked at Richmond she worked three day shifts and it was significantly easier to maintain her schedule.

Andrea Grimes, President, Library Chapter of the Librarians Guild, said she met a staff member who is holding down three other jobs. She read several sections from the Family Workplace Ordinance which was implemented by the City's Office of Labor Standards Enforcement in January 2014. She said the Union is asking Library Management to not move forward with this measure.

Judy Beck said she works at the Visitacion Valley Branch as a Page. She said library staff have been thrown into an uproar over these proposed changes. She said they went to Management and they were very unilateral and very top down. She said they created a petition to the Commission. She said they have 415 signatures on the petition. She read the petition into the record, which is titled "If it ain't broke don't fix it." She said they are objecting to the change in scheduling.

Doriene Hill, said she has been with the library since 1982 and she has been with the Richmond Branch since 1986 and has been managing the circulation department for the past 20 plus years. She said she utilizes the three day schedule for various reasons. She also spoke on behalf of Tommy Thai who is an immigrant and a Page at Richmond. She said this schedule change will limit his ability to create an income where he could maintain a life here in San Francisco.

Shelley Rauchman said she is a Library Technician at the Main Library. She said she previously worked at the Richmond Branch. She said the Family Workplace Ordinance compels the City to pay attention to the personal circumstances of the people who work for the City. She said it is important to pay attention to that. She said the proposal for the change in scheduling takes the discretion away from the Managers that are onsite.

Public Comment

Peter Warfield, Executive Director, Library Users Association, said it is very sad to hear from the staff about what sounds like some very bad working conditions, and unexplained reasons for changing things for the worse. He said he would like to see staff treated fairly and well and staff that feels that they are being treated and well. He said the Commission should hear from Mr. Herrera as to what is going on and why.

Commission Discussion

Commissioner Dunning said thank you to the employees for coming out and being engaged. She said she is a big supporter of Labor. She said looking at the agenda item it reads "This item is to allow representatives to report on employee matters within the Commission's purview as well as to suggest new agenda items." She said she has a question as to whether this is within the Commission's purview and whether the report should only be made by labor union representatives. She said the Commission has oversight over the strategic priorities of the library and the budget and the budget priorities, but with regard to specific scheduling her understanding is that is a conversation directly between management and the union. She said the Commission is limited on taking action on any comments regarding this issue. She said she would like to reset how the Labor Union Report is presented to the Commission. She said if employees want to tell their stories it would be more appropriate that they do so under public comment for the Labor Union Report.

Commissioner Lee said changes are always painful but it is between Labor and Management and not really within the Commission's purview.

AGENDA ITEM NO. 5 APPROVAL OF THE MINUTES JANUARY 21, 2016

Public Comment

Peter Warfield, Executive Director, Library Users Association, said details have been left out of the January 21 Minutes and they are propaganda minutes that serve the Commission's interest. He said under item 1 he made specific comments that were not included in the minutes. He said under public comment for item 3 it did not have the specifics of his comments.

Commission Discussion

Motion: By Commissioner Dunning, seconded by Commissioner Lee, to approve the [Minutes of January 21, 2016](#).

Action: AYES 4-0: (Dunning, Lee, Mall and Nguyen)

AGENDA ITEM NO. 6 APPROVAL OF THE MINUTES FEBRUARY 4, 2016

Public Comment

Peter Warfield, Library Users Association, said these minutes leave out some very significant things and misrepresent some significant things that happened. He said in his comment under general public comment his statement was not complete and he read a suggestion as to how the minutes should read. He said at the bottom of page 3 President Wardell-Ghirarduzzi's comments did not include her asking for a second and seeing none and just said there was not a second to the motion. He said he would like to see that changed.

Commission Discussion

Motion: By Commissioner Lee, seconded by Commissioner Dunning, to approve the [Minutes of February 4, 2016](#).

Action: AYES 4-0: (Dunning, Lee, Mall and Nguyen)

AGENDA ITEM NO. 7 ADJOURNMENT

Public Comment

Peter Warfield, Library Users Association, said the Commissioners are abdicating a major part of their role if there is not an agenda item for new business. He said there is no accountability to the public.

Motion: By Commissioner Dunning, seconded by Commissioner Lee, to adjourn the regular meeting of March 17, 2016.

Action: AYES 4-0: (Dunning, Lee, Mall, and Nguyen)

The meeting adjourned at 6:55 pm.

Sue Blackman
Commission Secretary

Explanatory documents: Copies of listed explanatory documents are available as follows: (1) from the commission secretary/custodian of records, 6th floor, Main Library; (2) in the rear of Koret Auditorium immediately prior to, and during, the meeting; and (3), to the extent possible, on the Public Library's website <http://sfpl.org>. Additional materials not listed as explanatory documents on this agenda, if any, that are distributed to library commissioners prior to or during the meeting in connection with any agenda item will be available to the public for inspection and copying in accordance with Government Code Section 54954.1 and Sunshine Ordinance Sections 67.9, 67.28(b), and 67.28(d).